

METHOD, SYSTEM, AND PROGRAM PRODUCT  
FOR ON-LINE SERVICE CALL SCHEDULING

ABSTRACT OF THE DISCLOSURE

000110 68508460

5 A computing environment or system is disclosed for use by a homeowner for real-time, on-line scheduling of a visit by technician or repairman to diagnose and, if authorized by the user, repair a home appliance such as a refrigerator or washing machine. The system is desirably accessible over the Internet by a customer using a Web browser wherein an interactive screen prompts the user and suggests product information and a nature of the problem. The system desirably obtains and provides to the user a schedule of available appointments for a manufacturer's factory service based on the product and customer information and location of the product. Where factory service is not available 10 in the locality of the user, the system obtains and provides one or more local manufacturer authorized service providers. After selection of a service provider by the user, available appointments are provided. The user selects and confirms one of the appointments. Thereafter, the service provider is notified, for example, automatically by e-mail or facsimile, by the system and is requested to 15 confirm the appointment with the user.